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Implementing Trauma-Informed Volunteer and Intern Programs

January 27, 2021

Note: This session will be recorded and posted on the Expert Q&A Past Sessions page when available.

Featured Hosts



Regina Bernadin



Katie Shaver

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Foundations

How do you define “trauma-informed”?

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Foundations (continued)

How does a student intern program increase organizational capacity?

What about a volunteer program?

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Foundations (continued)

How should volunteer and intern duties look different from paid employee duties?

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Foundations (continued)

Where do we start to create trauma-informed intern/volunteer programs for our organization?

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Recruitment

Recruiting volunteers is our greatest challenge. Do you have any innovative approaches to recruitment?

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Recruitment (Diversity)

How do we ensure diversity in recruitment? What should we consider regarding interns/volunteers from underserved groups specifically?

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Recruitment (Screening)

We have potential interns contacting us and expressing interest. Is there a good screening process we could implement?

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Training/ Onboarding

When coming into an organization that is high stress, how do you approach preparing an intern or volunteer without scaring them?

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Training/ Onboarding (continued)

What steps do you take when onboarding interns or volunteers to make sure they are trauma-informed?

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Training/ Onboarding (continued)

How do we ensure that volunteers understand confidentiality and ethics?

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Training/ Onboarding (continued)

What training should interns have before interacting with clients?

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Retention/ Training

What is the best way to gain and retain volunteers when your organization requires 40 hours of training in order to work with clients?

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Secondary Trauma

How do we best support volunteers to avoid burnout when they are dealing with very challenging calls/situations?

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Secondary Trauma/ Triggers

How can we limit or support interns and volunteers who are experiencing secondary trauma?

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Survivors

How do we assess a survivor's readiness to intern or volunteer with our organization?

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Survivors (continued)

How do we encourage establishing boundaries or preventing self-disclosure from interns to clients?

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Survivors (continued)

What should be done if a volunteer or intern discloses lived experience after they have been onboarded with our organization?

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Programs (Staff Support)

What are tactics to create internal buy-in and support in order to begin implementing trauma-informed programs for interns/volunteers?

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Programs (Mentorship)

How do you create successful mentor relationships?

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Programs (Opportunities)

Do you have recommendations for trauma-informed changes to existing programs? Where should we start?

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Programs (Policies)

What are some examples of trauma-informed policies we should be considering for intern/volunteer programs?

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Programs (Enrichment)

Do you have suggestions for creating a more enriched experience for interns and volunteers, both in-person and virtually?

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Programs (Assessment)

How can we evaluate the effectiveness of our efforts with interns and volunteers (e.g., trainings and knowledge share)?

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Supervision/ Management

What are your suggestions for effective, one-on-one supervision with interns and volunteers?

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Supervision/ Management (continued)

How do you address volunteers or interns who begin inappropriate advocacy (e.g., pushing political agendas or religious beliefs)?

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Supervision/ Management (continued)

How can a supervisor best support interns on their whole caseload, ensuring effective and trauma-informed services?

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Foundational Next Steps

What are the best ways to ensure that trauma-informed programs can be implemented and maintained at my organization?

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Download a certificate of attendance for today's session via the link pasted in the Chat.

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Thank You!

If your question was not addressed in this session, you can send your question to our hosts or request additional information by email:

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